



NHS Scotland ePharmacy Delivery

Hospital PCR Viewer

Community Pharmacy User Guide

Version: 1.1

Contents

Contents	2
1. Hospital PCR Viewer	3
1.1 Purpose	3
1.2 Security	3
1.3 Requirements	3
2. Accessing the Hospital PCR Viewer	4
2.1 Associate with a Community Pharmacy	4
2.2 Hospital PCR Viewer Login process	6
2.3 Notifications screen	7
2.4 View a Hospital PCR	7
2.5 View an Admission Notice	8
2.6 Navigate to PCR system	8
2.7 Navigating from PCR to Hospital PCR Viewer	8
2.8 Getting Help	9
3. Example of a Hospital PCR layout	10
Key to Medications on Discharge section of the Hospital PCR	11

1. Hospital PCR Viewer

This user guide is provided as a stand-alone document for use by the participating Community Pharmacists.

1.1 Purpose

The Hospital PCR Viewer is a web based application that has been created for the purpose of sharing a patient's Hospital Pharmaceutical Care Record (or Pharmaceutical Care Plan Report) with their chosen community pharmacy.

The Viewer allows the hospital pharmacy to upload a patient's pharmaceutical care record held in their system to the community Pharmacy Care Record (PCR) system for the relevant participating community pharmacy to then view.

1.2 Security

The security and access protocols of this application adhere to the following principles:

- access is only allowed from Scottish community pharmacies via an independent community pharmacy N3 connection or an authorised corporate network with an approved N3 gateway;
- access to the Hospital PCR Viewer is limited to community pharmacists who are participating in this programme and have signed up to the relevant information sharing protocol;
- all pharmacists who practice in Scottish community pharmacies already have an individual User ID and password for access to PCR;
- a pharmacist can only access discharge records for the patients of the community pharmacy where they are currently working, and for those patients who have consented to participate in this programme; and
- All access attempts to the Hospital PCR Viewer and updates / viewing of patient records are audited.

1.3 Requirements

Adobe Acrobat Reader or similar is required to view the Hospital PCR which is created as a PDF file by eWard, the electronic patient management system used in hospital

2. Accessing the Hospital PCR Viewer

2.1 Associate with a Community Pharmacy

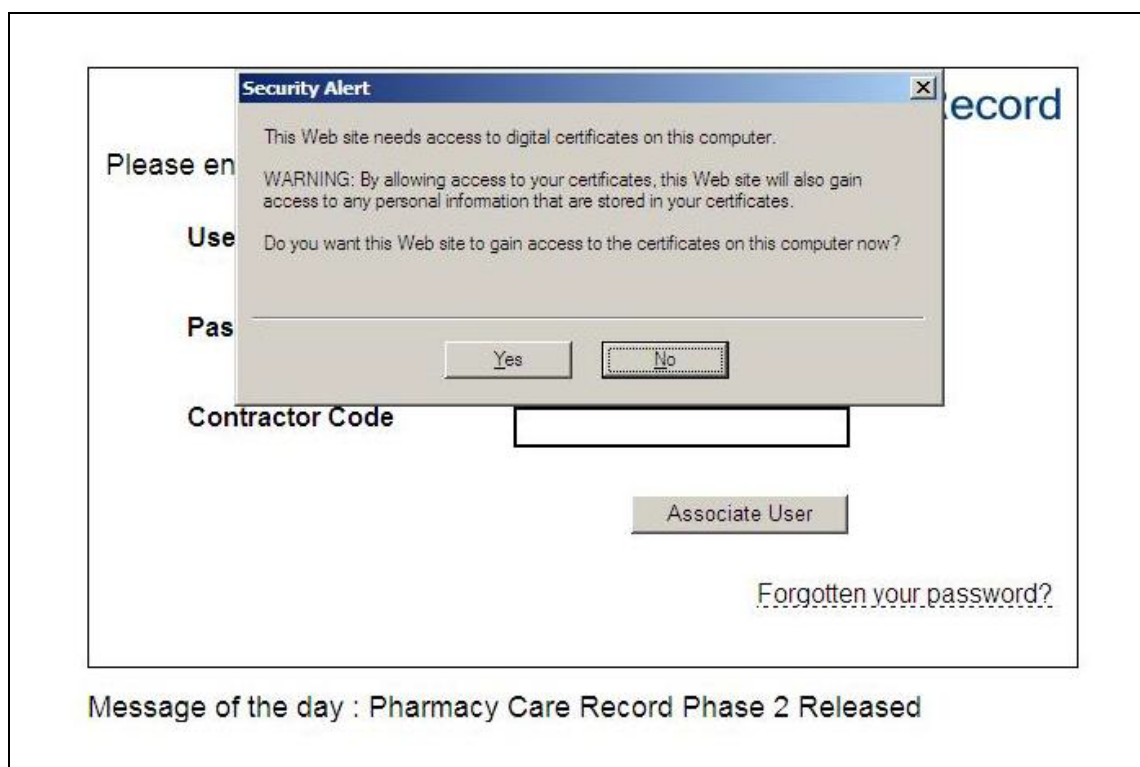
Accessing the Hospital PCR Viewer is performed in the same way as for standard PCR: first use the associate function to connect to the correct pharmacy and then log in to view the records.

Before you can use the PCR system you must first create a secure association with your pharmacy location. The association process is a security protocol which verifies that you have permission to access the pharmacy records that you are requesting to view.

Access the PCR association function from the following address: <https://pcrua.mhs.scot.nhs.uk>

1. Navigate to the PCR association website. When the Security Alert box appears select the **Yes** button. This allows access to the ePharmacy digital certificate for the association process.

Figure 1 - PCR association first security alert



2. Enter your user credentials (your PCR User ID, password and the Contractor Code) and select the **Associate User** button.

Figure 2 – Associate user

The screenshot shows a web form titled "Pharmacy Care Record" with the instruction "Please enter your details to associate with a Pharmacy". The form contains three input fields: "User ID" with the value "1234567", "Password" with masked characters ".....", and "Contractor Code" with the value "1234". Below these fields is an "Associate User" button and a link "Forgotten your password?". At the bottom of the form area, a message reads "Message of the day : Pharmacy Care Record Phase 2 Released".

3. A second Security Alert box will appear. Select the **Yes** button to confirm the association.

Figure 3 – Association final security certificate

This screenshot shows the same "Associate user" form as Figure 2, but with a "Security Alert" dialog box overlaid in the center. The dialog box contains the following text: "This Web site needs to create a digital signature using your private key.", "WARNING: Allowing an untrusted Web site to use your private key is a security risk. The Web site could use your private key to compromise protected data or assume your identity.", and "Do you want this Web site to create the signature now?". It also includes a checkbox "Do not show this dialog box again." and "Yes" and "No" buttons. The background form is partially visible, showing the "Associate User" button and the "Message of the day : Pharmacy Care Record Phase 2 Released" text.

If the association is successful then a message will appear in green text to confirm that a connection has been established. If the login has failed, then the reason for failure will be displayed in bold red text.

Figure 4 – Association successful

The screenshot shows a web interface titled "Pharmacy Care Record". Below the title, it says "Please enter your details to associate with a Pharmacy". There are three input fields: "User ID" with the value "1234567", "Password" (empty), and "Contractor Code" with the value "1234". Below these fields is a button labeled "Associate User". A green message states: "Association has been created for 1234567 to pharmacy 1234." Below this message is a link "Forgotten your password?". At the bottom of the interface, it says "Message of the day : Pharmacy Care Record Phase 2 Released".

At this stage, only association with a pharmacy is complete. A further step is required to login in to the Hospital PCR Viewer and the main PCR application.

2.2 Hospital PCR Viewer Login process

The Hospital PCR Viewer can be accessed using the following URL:

<https://pcr.mhs.scot.nhs.uk/sharedpcr/Notifications.aspx>

Use your existing PCR User ID and Password to log in to the Viewer.

Figure 5 – Hospital PCR Viewer login screen

The screenshot shows a web interface titled "Pharmacy Care Record". Below the title, it says "Please enter your details to login". There are two input fields: "User ID (RPSGB):" and "Password:". Below these fields is a button labeled "Login". A link "Forgotten your password?" is located below the "Login" button. At the bottom of the interface, it says "Authorised Users Only".

1. Enter your User ID and Password then select the **Login** button. The system displays the Notifications screen.

2.3 Notifications screen

The heading at the top of the **Notifications** page is consistent across all PCR pages and displays the details of the current user, the contractor code and the name of the pharmacy the current user is associated with.

The high level menu is displayed below the heading and is also displayed on each page.

The high level menu allows you to quickly move between the Hospital PCR Viewer and the main PCR application.

Figure 6 – Hospital PCR Viewer Notifications screen

Pharmacy:	1234 - Pharmacy One	Pharmacy Care Record				
User:	TestUser - Jane Smith					
Last login:	Tue, Jul 22, 2014 10:18					
Requests Notifications Return to search						
Notifications						
Message type	CHI	Given name	Family name	Date of birth	Received	Read on
Admission Notification	0000088978	FirstName	Surname	25-May-1967	22-Jul-2014 13:29	View

The menu has two options:

Notifications	Displays a list of the patient notices received from hospital
Return to search	Transfers you to the PCR Search criteria page

There are two types of patient notification:

Admission Notice	Sent when patient's admission to hospital has been registered on their system
Pharmaceutical Care Record	Copy of patient's hospital pharmaceutical care plan report sent when finalised by hospital

The hospital notifications sent to you display in a list ordered by the most recent date transmitted. Unread items will be highlighted in bold text.

To aid in patient identification the notifications will display with CHI, Given Name, Family Name and D.O.B.

Note: There is no system prompt or indicator to inform you that a new notification has arrived in the Viewer. The Viewer should be checked regularly for updates. Press the keyboard F5 key to refresh the data displayed on the screen.

2.4 View a Hospital PCR

1. Click on the **View** link beside a Pharmaceutical Care Record in the list to open that report. You have been sent a read-only document of the hospital pharmaceutical care record for this patient. Depending on your computer system configuration the document will either open within the internet browser or in a separate window.

Once **View** is clicked the item will be marked as read – the View link will change from bold text to normal text and the **Read On** date field will be populated.

The patient's Hospital PCR can be viewed as many times as necessary. Each access is logged for audit but the initial Read On date is not updated on your viewer screen.

2.5 View an Admission Notice

1. Click on the **View** link beside an Admission Notification in the list to open that record.
2. An admission notification box opens to confirm the patient's Name, CHI and Hospital Admission Date. Select the **OK** button to close the box.

Figure 7 – Admission Notification information box

The screenshot shows the Pharmacy Care Record interface. At the top, it displays user information: Pharmacy: 1234 - Pharmacy One, User: TestUser - Jane Smith, Last login: Tue, Jul 22, 2014 10:18. The NHS SCOTLAND logo is in the top right. Below this is a navigation bar with 'Requests', 'Notifications', and 'Return to search'. The 'Notifications' section contains a table with the following data:

Message type	CHI	Given name	Family name	Date of birth	Received	Read on
Admission Notification	0000088978	FirstName	Surname	25-May-1967	22-Jul-2014 13:29	View

An 'Admission Notification' dialog box is open in the center, displaying the following information:

- Given Name: FirstName
- Family Name: Surname
- CHI: 0000088978
- Admitted on: 27-Jul-1973 13:30

An 'OK' button is at the bottom of the dialog box.

Once **View** is clicked the item will be marked as read – the View link will change from bold text to normal text and the **Read On** date field will be populated.

Figure 8 – Notification screen showing Read On date

The screenshot shows the Pharmacy Care Record interface, similar to Figure 7. The user information and NHS SCOTLAND logo are the same. The 'Notifications' section contains a table with the following data:

Message type	CHI	Given name	Family name	Date of birth	Received	Read on
Admission Notification	0000088978	FirstName	Surname	25-May-1967	22-Jul-2014 13:29	22-Jul-2014 13:31 <u>View</u>

The 'View' link is now underlined and in normal text, and the 'Read on' date is populated with '22-Jul-2014 13:31'.

2.6 Navigate to PCR system


Transfer to the PCR system by clicking on the **Return to search** link.

2.7 Navigating from PCR to Hospital PCR Viewer

PCR version 8 onward has a navigation link to the Hospital PCR Viewer on the high level menu.

1. Select the **Hospital** menu link to display the Hospital PCR Viewer **Notifications** page.

Figure 9 – PCR Menu

Pharmacy:	1234 - Pharmacy One	Pharmacy Care Record	
User:	user - Mr Glenn Thompson		
Last login:	Tue, Mar 5, 2013 13:42		
<hr/>			
Search Protocols Reports Change password Manage profile Yellow card Help Hospital Logout			

2.8 Getting Help

For assistance with any Hospital PCR Viewer issues please contact the ePharmacy Helpdesk as usual on telephone number 0131 275 6600.

3. Example of a Hospital PCR layout

The Hospital PCR (or Pharmaceutical Care Plan Report, as it is named) document is sent to you as a read-only PDF file.

Addressograph:		Pharmaceutical Care Plan Report				1712820221	
Name	David Johnston			D.O.B	17/12/1982		Age 31
Address	11 Melrose Avenue, Grangemouth, Forth Valley, FK31 2JF			GP			Tel.
Community Pharmacy	Plean Pharmacy			Admission Date	12/04/2012		
Community Pharmacy Tel.	01786 817123			Discharge Date			

Compliance Device

Does patient have compliance device?	Unknown	Who fills?	
---	---------	-------------------	--

Risk Factors

RiskFactor	Applicable	Additional Info
Renal Impairment	Unknown	
Liver Impairment	Unknown	
Drugs with narrow therapeutic index	Unknown	
Black Triangle medicines	Unknown	
Physical or visual impairment	Unknown	
Pregnancy	Unknown	
Impaired Immune system	Unknown	

Drug Reactions

Drug	Type	Effect

Past Medical History

test test t

Active Problems

Problem	Management
test test	

Pharmaceutical Care Plan

Date	Staff Member	Grade	Pharmaceutical Care Issue / Desired Outcome	Action	Outcome
29/01/2014	Millar (TEST), Suzanne	Associate Specialist	tes test	test test	tes test

Medications on Discharge

Drug	Route	Dose	Frequency	Duration (Days)	New Drug (ND) Altered Dose (AD)	POD
1 IBUPROFEN 200mg MELTLETS *	Oral	400 mg	TWICE daily		ND	
2 PARACETAMOL 500mg CAPSULES *	Oral	500 mg	ONCE daily			

Discontinued Medications

Drug	Reason Discontinued
AMOXICILLIN 250mg CAPSULES	Adverse Reaction to Drug Prescribed

Key to Medications on Discharge section of the Hospital PCR

Glossary:

ND	New Drug - started by medical team in hospital
AD	Altered Dose - existing dose changed by medical team in hospital
POD	Patient's Own Drug

In the POD column:

Ward	Patient has own drug on ward and was not supplied on discharge from FVRH Dispensary
Home	Patient has own drug at home and was not supplied on discharge from FVRH Dispensary
< blank >	This item would have been supplied on discharge from FVRH Dispensary

Figure 7 Hospital PCR Medications on Discharge

Medications on Discharge						
Drug	Route	Dose	Frequency	Duration (Days)	New Drug (ND) Altered Dose (AD)	POD
1 ASPIRIN 75mg DISPERSIBLE TABLETS *	Oral	75 mg	Morning			Ward
2 CITALOPRAM 20mg TABLETS *	Oral	20 mg	Morning		ND	
3 FUROSEMIDE 40mg TABLETS *	Oral	80 mg	Morning			Ward
4 FUROSEMIDE 40mg TABLETS *	Oral	40 mg	Lunchtime			Ward
5 PARACETAMOL 500mg CAPLETS *	Oral	500-1000 mg	4-6 hourly as required			Home
6 RAMIPRIL 2.5mg CAPSULES *	Oral	2.5 mg	Morning		ND	
7 SIMVASTATIN 40mg TABLETS *	Oral	40 mg	Night			Ward